

DOCUMENT RESUME

ED 146 868

HE 009 437

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TITLE A Survey of Student Opinion Concerning the Residence Halls Living Environment at the University of Tennessee, Knoxville.
INSTITUTION Tennessee Univ., Knoxville.
PUB DATE Jul 77
NOTE 41p.
AVAILABLE FROM Department of Residence Halls, University of Tennessee, Knoxville, Tenn. 37916

EDRS PRICE MF-\$0.83 HC-\$2.06 Plus Postage.
DESCRIPTORS Administrative Policy; Alcoholic Beverages; College Administration; *College Housing; *College Students; Communication Problems; *Dormitories; Higher Education; Institutional Research; *Participant Satisfaction; Program Evaluation; Questionnaires; Research Projects; Resident Assistants; School Surveys; Social Opportunities; State Universities; Statistical Studies; Student Application; *Student Opinion

ABSTRACT

Nearly 8,000 students live in residence halls at the university, with a reapplication rate of 74 percent and with student applications turned down each fall. A survey was undertaken during May 1977 to: (1) obtain a representative view of student attitudes toward residence hall life; (2) assess the level of satisfaction with specific areas; (3) evaluate the areas of concern most related to general residence hall satisfaction; and (4) provide information leading to corrective action in weak areas. A representative sample of 960 students were surveyed by questionnaire, with a 52 percent response rate. Results indicate that: (1) reapplication procedures need to be reexamined; (2) communication of housing and living problems to university officials is not satisfactory; (3) student knowledge of procedures is good; (4) satisfaction with the resident assistants' performance is high; (5) satisfaction with opportunities for meeting people in residence halls is high; (6) dissatisfaction was expressed over the alcohol policy; and (7) general satisfaction is high. Statistical analyses and data are reported, and the questionnaire is appended. (MSE)

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ED146868

A Survey of Student Opinion Concerning
THE RESIDENCE HALLS LIVING ENVIRONMENT
at the
UNIVERSITY OF TENNESSEE, KNOXVILLE

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by
Philip N. McCullough
and
Kenneth L. Stoner

JULY 1977

HE009437

ACKNOWLEDGEMENTS

The University of Tennessee, Knoxville, has a number of Long Range Planning Committees recently appointed to study all aspects of the university; one of these planning bodies was appointed to study student housing. Dr. Thomas C. Hood is chairing this particular Long Range Planning Committee. Early Spring Quarter, Dr. Hood talked with Mr. James J. Grubb, Director of Residence Halls, about providing some basis data on residence hall student satisfaction for the utilization of the committee.

Mr. Grubb in turn passed the project to the two of us who authored this study. The survey was designed, administered and collected in conjunction with Mr. Dozier C. Cade and Dr. Jack B. Haskins. The questionnaire was drawn heavily from a questionnaire drafted by a similar committee under the chairmanship of Dr. William H. Coffield in 1971 and from an Institutional Research Report by Dr. Robert K. Roney in 1969. The survey was computerized with the assistance of Dr. C. Kenneth Tanner.

In addition to these individuals, we are indebted to both Ms. Sammie Lynn Puett, Executive Assistant to the Chancellor, and Dr. Howard F. Aldmon, Vice Chancellor for Student Affairs for their encouragement and support. And, to Dr. Suzanne W. Larsen, Associate Director of Institutional Research, we are especially indebted to for her contribution to the statistical analysis of this report. To all of these individuals we extend our appreciation and thanks.

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Statement of Purpose

Nearly 8,000 students live in University residence halls or single-student housing at the University of Tennessee, Knoxville. The number of students returning to the halls each year has been large with a 74% re-application rate. For the past three years students have even been turned away from single-student housing at the beginning of the Fall Quarter. The Department of Residence Halls has very little research data with which to document this success. The most recent attitude survey of students in halls had been made in 1971. To effectively plan for the future, a current survey of student attitudes needed to be conducted. The housing "boom" will not last forever, and any negative aspects of the residence halls program need to be examined and corrected sooner rather than later.

The survey had four purposes:

- 1) To obtain a representative view of student attitudes toward residence hall life.
- 2) To assess the level of satisfaction which students report regarding the specific areas investigated.
- 3) To evaluate the areas of concern most related to general satisfaction with residence hall life.
- 4) To provide information for taking corrective action in weak areas of the operation of the residence hall program.

Sample and Data Collection

This survey was conducted during May 1977 with a proportionately chosen random sample of the University of Tennessee, Knoxville, residence hall students. The random sample of 960 students is representative of the entire UTK residence hall population based on the characteristics of sex and differentiate. This

differentiate or group characteristic describes the type of visitation allowed in that residence hall. For example, a student residing in a "D" residence hall is allowed 24-hour visitation. (Please see Appendix A for specific definitions of the five differentiates.) For example, 46% of both the sample and the residence hall population was male, 54% female. Appendix B contains the details concerning the proportionate breakdown by residence hall, in addition to sex and differentiate.

The questionnaire was distributed to resident students by the residence hall staff. The Head Resident of each hall received the number of questionnaires to be distributed in the hall by differentiate and was responsible for this distribution. The questionnaire was returned to the main desk of each residence hall where it was anonymously placed in a brown envelope and picked up later by a residence hall staff member. On the day the questionnaires were due, fliers were posted throughout the residence halls reminding students who had received a survey form that they needed to return them to the main desk as soon as possible. An example of this flier is included as Appendix D.

A 52% response rate providing a total sample of 496 was considered satisfactory. This rate of return seemed to be similar to other opinion surveys conducted on the campus since only a general follow-up procedure was used. The persons receiving surveys remained anonymous, preventing individual contact to insure a better response rate.

Questionnaire

The basic format for the questionnaire resulted from examining two previous questionnaires: one utilized in 1969 by Dr. Robert K. Roney of the Office of Institutional Research, and the second, in 1971 by Dr. William H. Coffield of

the University Task Force on Campus Student Housing. Some of the same questions were used, and new questions were developed through discussions with the staff of the Office of the Director of Residence Halls. The questionnaire was designed to be coded easily and to enable data to be key punched directly from the questionnaire forms. The instrument is a summated rating scale of the type designed by Likert which, in this case, "one" indicated very satisfied, "two"/satisfied, "three"/dissatisfied, and "four"/very dissatisfied. There was also a response, "no opinion", for those that could not respond on a satisfaction scale. The last two questions asked for a free response answer. The responses to these two questions were not used in analyzing significant differences among the data for this report, but have been tabulated and included as tables for use by the Department of Residence Halls in future decision-making.

There were some minor problems with the instrument. One, the "very dissatisfied" response was inadvertently omitted from question 23. Two, construct validity, reliability, and coefficients of correlation were not assessed before final administration to refine the instrument. Three, the "no opinion" response cannot be interpreted to mean "neutral" or "neither satisfied nor dissatisfied". For this reason, "no opinion" responses were eliminated from the scale's weighted continuum and from all statistical computations. The entire questionnaire is included with this document as Appendix C.

These problems were rather minor and can easily be corrected in any future administration of an instrument that may be refined from this one. The data deck will remain available for longitudinal analysis and can simply be programmatically adapted to future designs. The Statistical Package for the Social Sciences (SPSS) was selected and utilized for all computer analysis.

Highlights of the Survey

Problems: It appears from the amount of dissatisfaction that the recent reapplication procedure for Fall Quarter Housing 1977 needs to be re-examined as 51% reported "dissatisfied" or "very dissatisfied" responses. Another possible problem seemed to develop from question 24, concerning the communication of housing and living problems to university officials. Only 29% of the students reported ease in communicating housing and living problems to university officials. The Department may want to look at the communications process as it works from the student up through the Office of the Director of Residence Halls. The majority of responses in the "no opinion" category for educational programming could be interpreted to mean either that needs are not being met, or that there is not enough programming offered to meet the needs of the residents.

Knowledge of Procedure: The majority of students indicated knowledge of how to make room and hall changes, how to withdraw from residence halls, and where to go for academic assistance. This would seem to indicate that the Department is communicating this information through the system with few problems.

Satisfactions and Dissatisfactions: Probably the most important result of the survey was the amount of satisfaction expressed with the performance of the Resident Assistants in the residence halls with 83% responding "satisfied" or "very satisfied". This, combined with the amount of satisfaction students had with their opportunities to meet people in university housing, is very important to the success of the present residence halls program. The topics which received a great deal of dissatisfaction were the alcohol policy with 67% responding "dissatisfied" or "very dissatisfied" and the reapplication procedure mentioned previously. The results of question 32, asking respondents how satisfied in general they were with their living experience, were positive. The mean score for that question was 1.828 with a 1.000 being "very satisfied" and a 2.000 being "satisfied".

Satisfaction with Residence Hall Procedures, Staff, and Organizations

Eighteen specific items were related to UTK residence halls, their administration, services, and organizations. In general, students appeared to be satisfied with those specific people and groups as shown in Table 1. The performance of the Resident Assistants in the halls, and satisfaction with the opportunities to meet people through living in University housing. As expected, the greatest dissatisfaction was with the alcohol policy, followed by the procedure to reapply for single-student housing, and the adequacy of study facilities in one's residence hall.

TABLE 1
RANK ORDERING OF MEANS
QUESTIONS PERTAINING TO SATISFACTION

<u>Rank</u>	<u>Mean</u>	<u>Question #</u>	<u>Question</u>
1	1.547	5	Satisfaction with roommate
2	1.701	22	Resident Assistant performance satisfaction
3	1.763	25	Satisfaction with opportunities to meet people
4	1.828	32	General satisfaction
5	1.944	14	Housekeeping services satisfaction
6	1.976	15	Maintenance satisfaction
7	1.934	26	Satisfaction with social and recreational program
8	1.958	30	Services use satisfaction
9	1.959	23	Satisfaction with the Office of the Director of Residence Halls
10	2.219	6	Satisfaction with visitation policy
11	2.228	21	Satisfaction with search policy
12	2.324	27	RHA performance satisfaction
13	2.360	18	Satisfaction with noise level
14	2.407	28	Satisfaction with educational program
15	2.428	13	Cost of accommodation satisfaction
16	2.550	10	Satisfaction with room/hall change procedures
17	2.563	17	Satisfaction with study facilities
18	2.782	11	Satisfaction with 1977 reapplication procedure
19	3.137	20	Satisfaction with alcohol policy

Note: Mean 1.000 is very satisfied, 2.000 satisfied, 3.000 dissatisfied, 4.000 very dissatisfied.

Findings

One-way analysis of variance tests were used to determine differences in mean satisfaction items and the four demographic variables (sex, hall, differentiate, and academic classification). Use of the term significance throughout this report will indicate statistical significance at the .05 level. As mentioned the Statistical Package for the Social Sciences (SPSS) was used to analyze the data.

- 1) Women were significantly more satisfied with their roommates than men. Strong Hall and Melrose Hall residents showed significant less satisfaction with their roommates than those in other halls. Graduate students were less satisfied, although not significantly, with their roommates than any of the other four academic classifications.
- 2) The residents of Clement, Carrick North, Carrick South, Hess and Humes were significantly less satisfied with their visitation than any of the other halls. The Apartment Residence Hall, Morrill Hall, Melrose Hall and Strong Hall had the highest satisfaction with their visitation program. The residents living in Groups A, B, and C were significantly less satisfied with their visitation policies than those residing in Groups D and E. Freshmen were significantly less satisfied with their visitation policies than were the other four academic classifications. Seniors and graduates were significantly more satisfied with their visitation policy than the other academic classifications.

- 3) Men were significantly more satisfied with the procedure for room and hall changes than were women.
- 4) Students residing in Dunford, Hess and the Apartment Residence Hall were significantly less satisfied with their housekeeping services than the residents in other halls, but it should be noted that these individuals were still satisfied.
- 5) Women were more satisfied with maintenance services in their halls than were men. Of the six residence halls showing significantly less satisfaction with maintenance service, five are in the East Area.
- 6) Women were significantly more satisfied with the study facilities than were men. The six halls which were significantly less satisfied with the study facilities are Carrick North, Carrick South, Humes, Hess, Clement and Greve.
- 7) The seven halls showing significantly less satisfaction with the noise level were Carrick North, Morrill, Carrick South, Dunford, Greve, Hess and Massey. Strong Hall showed that its residents are significantly more satisfied with the noise level than any other hall. Those individuals residing in Group A housing were significantly more dissatisfied with the noise level than any other differentiate.
- 8) Students in the Apartment Residence Hall and Morrill Hall were less satisfied with the opportunity to meet people than the residents of any of the other halls. Those individuals classified as freshmen, sophomores or juniors were significantly more satisfied with the opportunity to meet people than those individuals classified as seniors or graduates.
- 9) Residents in the Apartment Residence Hall, Dunford and Carrick South were significantly less satisfied with the social and recreational pro-

grams in their hall when compared to other halls. Those individuals residing in Group B, C and D type housing were significantly more satisfied with the social and recreational programs than those in A and E type housing.

- 10) Women were significantly more satisfied with hall government than were men. The residents of Carrick North, Morrill, Clement, Dunford and Greve showed relatively more dissatisfaction with the residence hall government than the other residence halls. Strong and Reese Hall residents represented more satisfaction with their hall government than any of the other halls.

- 11) Residents of Strong Hall and Humes Hall were more satisfied with the educational programming in their halls than any other hall.

There were two "free response" questions at the end of the survey. The first of these questions asked the respondent to identify the area of most dissatisfaction with residence halls. Table 2 summarizes the most frequently obtained areas of dissatisfaction among those residents who responded. By far, the three largest areas of dissatisfaction were the visitation policy, the noise level in the residence halls and the alcohol policy. A host of other comments were obtained; space limitations prevent publication of all comments.

TABLE 2
RANK ORDERING OF "FREE" RESPONSES
OBTAINED FROM QUESTION SOLICITING AREA OF
MOST DISSATISFACTION

<u>Rank</u>	<u>Number of Responses</u>	<u>Topical Area of Most Dissatisfaction</u>
1	76	Visitation policy
2	61	Noise
3	51	Alcohol policy
4	20	Housekeeping
5	16	Staff (RA's, AHR's, and HR's)
6	15	Cost of accommodations
6	15	Privacy
8	13	Reapplication procedure
9	11	Interpersonal interaction
9	11	Method of assigning roommates
11	10	Hall governing associations
11	10	Study facilities
13	8	Food quality
13	8	Maintenance
15	7	Elevators
15	7	Design of buildings
17	6	Mandatory meal plan (West Area)
17	6	Heating and air conditioning
19	4	Refrigerator policy
19	4	Laundry rooms
21	3	Security of building
22	2	Community baths
22	2	Equipment check-out procedure
22	2	Vending equipment

The second of the "free response" questions asked the respondent to identify the one improvement he or she would make to improve the quality of living in the residence halls. Table 3 summarizes the most frequently obtained response to this question. Not surprisingly, many responded indicating a change which would remedy the areas of most dissatisfaction such as more visitation, reduce the noise level, and allowing alcohol. It is interesting to note that the most frequently suggested improvement would be the addition of room and hall furnishings.

TABLE 3

RANK ORDERING OF "FREE" RESPONSES
OBTAINED FROM QUESTION SOLICITING SUGGESTIONS
FOR IMPROVING THE QUALITY OF RESIDENCE HALL LIFE

<u>Rank</u>	<u>Number of Responses</u>	<u>Topical Area of Suggested Improvement</u>
1	43	Additional room and hall furnishings
2	34	More visitation privileges
3	31	Reduce noise
4	26	Upgrade heating, air conditioning, and lighting
5	19	Allow alcohol
6	18	More appliances (TV's, vacuum cleaners, etc.)
7	17	More D and E housing
7	17	Improved resident interaction
9	16	Cleaner facilities
9	16	More study facilities
11	10	More recreational facilities
12	9	Improve plumbing
13	8	More vending machines
13	8	Allow refrigerators (West Area)
13	8	Better enforcement of regulations
16	7	Improve laundry facilities
16	7	Improved elevator service
16	7	More single rooms
16	7	Improved food service

Changes in Satisfaction from 1971 to 1977

Similar questions about satisfaction had been asked in a survey of student attitudes in 1971. The survey was used by the University Task Force on Campus Student Housing which was functioning at the time. Table 4 shows changes in satisfaction expressed by residents who resided in Group C housing in 1971 and by those in Group C housing in 1977. Group C housing results were used because the most responses from both the 1971 and 1977 survey were from the "C" type housing. The other types of housing could not be used because they had combined scores in the 1971 study. The satisfaction percentages were reached by combining the individual percentages for the responses of "satisfied" and "very satisfied".

TABLE 4
COMPARISONS OF SATISFACTION
GROUP C HOUSING
1971 - 1977

<u>Area</u>	<u>Percentage 1971*</u>	<u>Satisfied 1977</u>
Housekeeping services satisfaction	37.6	77.4
Maintenance satisfaction	52.8	75.6
Satisfaction with noise level	24.1	55.2
Resident Assistant performance satisfaction	52.1	82.5
Satisfaction with opportunity to meet people	65.0	81.7
Satisfaction with study facilities	26.8	42.7
General satisfaction	58.9	87.7

Source: *Report of The University of Tennessee Task Force on Campus Student Housing, 1971.

The following question did not deal with satisfaction, but with another opinion. The ease of communicating housing and living problems with university officials results were, 1971, 52.9% affirmative, 41.8% negative; 1977, 28.2% affirmative, 35.9% negative, 35.9% no opinion. (In 1971 the respondents did not have a "no opinion" choice.)

The conclusion reached by comparing the results from 1971 to 1977 support the contention that satisfaction with residence hall living, at least in those areas surveyed, has definitely increased.

Speculative Conclusions and Suggestions for Future Studies

With data collected and stored with this report, longitudinal studies may now be considered to carefully track changes in satisfaction of residents. Such information will no doubt prove vital as the "steady state" evolves and as it becomes necessary to make decisions not only affecting the developmental needs of the residents but also critical to the financial soundness of this aspect of the University's budget.

Future studies should also focus on significant differences between organizational subunits within the Department of Residence Halls. Since five East Area residence halls showed less satisfaction with maintenance service, perhaps maintenance satisfaction may be related to an organizational subunit although this same conclusion could be reached by contrasting the average age of the buildings within these respective organizational substructures. Additional study is needed in this area.

Further study is also needed to clarify those areas in which it is speculated that dissatisfaction remains as a "residue" or carry-over from a policy decision or recent change. For example, it could be speculated that the dissatisfaction

with this past year's reapplication procedure emanated from change of policy. Of course, there were some initial scheduling problems which did result in a "line" toward the end of the quarter. This problem has been corrected for next year; hopefully, the satisfaction change will be commensurate.

Similarly, it was determined that freshmen were significantly less satisfied with their visitation options than any other academic group. Perhaps, this too can be viewed in terms of policy decision or the tendency to oppose any prohibition regardless of personal need. The halls showing less satisfaction with study facilities may also reflect opposition to recent changes made in the environment of the halls indicated. These halls recently had a number of the student lounges and/or studies converted back to student rooms in an effort to accommodate more students. This area should be pursued further in future studies.

Depending on the desired sophistication of future administration of similar surveys, it may be desirable to reference standardized instruments to increase the reliability and validity of future studies. The College and University Environment Scale (CUES), The College Student Questionnaire, the College Student Satisfaction Questionnaire (CSSQ), the Residence Halls Environmental Index (RHEI), University Residence Environment Scale (URES), and the Residence Halls Attitude Scale (RHAS) should adequately provide material for entry into this endeavor, if deemed desirable.

Appendix A
Description of the Differentiated Housing Program
at
The University of Tennessee, Knoxville

The University is continuing its differentiated housing concept begun Fall Quarter, 1971. Differentiated housing permits the student to select the type of facility in which he or she will live, within the University's capability to offer such living arrangements. Students are encouraged to give considerable thought and attention to their housing selection.

The differentiated housing program offers five distinct types of living atmosphere.

Group A: Residence hall units with programming, regulations, and supervision; no hall open houses or visitation periods; staff responsibility focuses on assisting residents with personal problems and orientation to university living; Curfew program optional.

Group B: Residence Hall units with programming, regulations, and supervision; hall open houses supervised and restricted to a maximum of one per week of no more than four hours duration; staff responsibility focuses on assisting with personal problems and orientation to university living. Curfew program optional.

Group C: Residence hall units with programming, regulations, and supervision; minimally supervised open houses restricted to a maximum of four per week of not more than twelve hours duration each; staff responsibility focuses on assisting residents with personal problems and orientation to university living. Curfew program optional.

Group D: Graduate and upper class residence hall units with programming, rules, regulations, supervision and visitation privileges (up to 24 hours daily) as determined by the housing unit. Curfew program not available. (Not available to freshmen, i.e., fewer than three (3) quarters in residence or 45 quarter hours credit.)

Group E: Apartments with minimal programming, regulations, and supervision; and 24 hour visitation. Curfew program not available. (Not available to freshmen, i.e., fewer than three (3) quarters in residence or 45 quarter hours credit.)

APPENDIX B
POPULATION AND SAMPLE INFORMATION

RESIDENCE HALL POPULATION BY SEX

<u>Male Halls</u>	<u># Housed</u>	<u>%</u>
Greve	399	11
Melrose	261	7
Hess	732	20
Clement	289	8
Reese	534	15
Carrick North	513	14
Morrill	394	11
Apartments	507	14
TOTAL	<u>3629*</u>	<u>100</u>

<u>Female Halls</u>	<u># Housed</u>	<u>%</u>
Strong	284	7
Massey	594	14
Dunford	317	8
Clement	422	10
Hess	337	8
Melrose	101	2
Humes	534	13
Carrick South	542	13
Morrill	378	9
Apartments	680	16
TOTAL	<u>4189**</u>	<u>100</u>

* Males represent 46% of the total residence hall population.

** Females represent 54% of the total residence hall population.

RESIDENCE HALL POPULATION BY HALL BY DIFFERENTIATE

<u>Male Halls</u>	<u>Differentiate</u>	<u># Housed</u>	<u>% of Hall</u>
Greve	B	98	25
	C	105	26
	D	194	49
Melrose	D	261	100
Hess	C	732	100
Clement	C	289	100
Reese	C	267	50
	D	267	50
Carrick North	A	47	9
	B	47	9
	C	419	82
Morrill	D	394	100
Apartments	E	507	100
TOTAL		3629	

<u>Female Halls</u>	<u>Differentiate</u>	<u># Housed</u>	<u>% of Hall</u>
Strong	C	20	7
	D	264	93
Massey	B	84	14
	C	510	86
Dunford	B	65	21
	C	252	79
Clement	C	422	100
Hess	A	49	15
	C	288	85
Melrose	D	101	100
Humes	B	156	29
	C	378	71
Carrick South	A	49	9
	C	493	91
Morrill	D	378	100
Apartments	E	680	100
TOTAL		4189	

RESIDENCE HALL SURVEY SAMPLE DISTRIBUTION BY HALL BY DIFFERENTIATE

<u>Male Halls</u>	# Distributed by Differentiate					<u>Total</u>
	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	
Greve		8	17	25		50
Melrose				39		39
Hess			75			75
Clement			42			42
Reese			31	30		61
Carrick North	6	6	48			60
Morrill				50		50
Apartments					59	59
TOTALS	6	14	213	144	59	436

<u>Female Halls</u>	# Distributed by Differentiate					<u>Total</u>
	<u>A</u>	<u>B</u>	<u>C</u>	<u>D</u>	<u>E</u>	
Strong			12	31		43
Massey		16	49			65
Dunford		15	31			46
Clement			52			52
Hess	15		31			46
Melrose				26		26
Humes		22	40			62
Carrick South	15		48			63
Morrill				49		49
Apartments					72	72
TOTALS	30	53	263	106	72	524
SAMPLE TOTALS	36	67	476	250	131	960

APPENDIX C
SAMPLE OPINION SURVEY

THE UNIVERSITY OF TENNESSEE
RESIDENCE HALLS
SUITE 405 STUDENT SERVICES BUILDING
KNOXVILLE 37916

Area Code 615
Director's Office 974-2571

Assignments-Contracts 974-3411
Accounting-Bookkeeping 974-3081

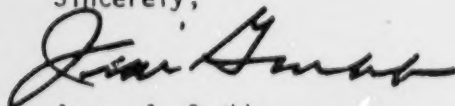
May 9, 1977

Dear Residence Hall Student:

We are conducting an opinion survey on what you think about your residence hall living environment. You have been selected to take part in this survey. We would greatly appreciate your time and effort in helping us with this project, which is designed to help you and future students.

Your responses to the attached questionnaire will remain anonymous. Please return the completed questionnaire to the main desk of your residence hall by Monday, May 16, 1977.

Sincerely,



James J. Grubb
Director of Residence Halls

JJG:hdf

THE UNIVERSITY OF TENNESSEE
DEPARTMENT OF RESIDENCE HALLS

Residence Hall Student Opinion Survey

Instructions: Please place a check mark in the box to indicate your response
and please answer every question.

1. Male ☐
Female ☐

2. Residence hall in which you live:

Apartment Residence Hall ☐	Humes Hall ☐
Carrick North Hall ☐	Massey Hall ☐
Carrick South Hall ☐	Melrose Hall ☐
Clement Hall ☐	Morrill Hall ☐
Dunford Hall ☐	Reese Hall ☐
Greve Hall ☐	Strong Hall ☐
Hess Hall ☐	

3. In which housing group do you live?

A ☐
B ☐
C ☐
D ☐
E ☐

4. What is your current academic classification?

Freshman ☐
Sophomore ☐
Junior ☐
Senior ☐
Graduate ☐

FOR OFFICE
USE ONLY
COLUMN

1. _____

3. _____

5. _____

7. _____

(OVER)

FOR OFFICE
USE ONLY
COLUMN

5. If you have a roommate, how satisfied are you with your roommate?

- Very satisfied..... ☐
Satisfied..... ☐
No opinion..... ☐
Dissatisfied..... ☐
Very dissatisfied.. ☐

6. How do you feel about policy concerning open house or visitation in your group assignment?

- Very satisfied..... ☐
Satisfied..... ☐
No opinion..... ☐
Dissatisfied..... ☐
Very dissatisfied.. ☐

7. I would prefer to live in a group with more visitation?

- Yes..... ☐
No..... ☐
No opinion ☐

8. The hours allowed for the visitation period should be more.

- Yes..... ☐
No..... ☐
No opinion ☐

9. Do you feel that you know how to obtain a change in your housing arrangements (room change, hall change, meal plan change, etc.)?

- Yes..... ☐
No..... ☐
No opinion ☐

9. _____

11. _____

13. _____

15. _____

17. _____

(CONTINUED ON NEXT PAGE)

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10. How do you feel about the procedures for changing rooms or halls?

- Very satisfied..... ☐
Satisfied..... ☐
No opinion..... ☐
Dissatisfied..... ☐
Very dissatisfied.. ☐

11. How satisfied are you with the recent reapplication procedure conducted this past Winter Quarter for housing for Fall Quarter, 1977?

- Very satisfied..... ☐
Satisfied..... ☐
No opinion..... ☐
Dissatisfied..... ☐
Very dissatisfied.. ☐

12. Do you feel that you know how to withdraw from residence halls?

- Yes..... ☐
No..... ☐
No opinion ☐

13. Are you satisfied with the cost of your residence hall accommodations?

- Very satisfied..... ☐
Satisfied..... ☐
No opinion..... ☐
Dissatisfied..... ☐
Very dissatisfied.. ☐

14. How do you feel about housekeeping and cleaning services within your residence hall?

- Very satisfied..... ☐
Satisfied..... ☐
No opinion..... ☐
Dissatisfied..... ☐
Very dissatisfied.. ☐

19. _____

21. _____

23. _____

25. _____

27. _____

(OVER)

FOR OFFICE
USE ONLY
COLUMN
29. _____

15. Are you satisfied with the maintenance and repairs in your residence hall?

Very satisfied..... ☐

Satisfied..... ☐

No opinion..... ☐

Dissatisfied..... ☐

Very dissatisfied.... ☐

16. Are recreation facilities in your residence hall adequate?

Yes..... ☐

No..... ☐

No opinion ☐

17. How do you feel about the adequacy of study facilities in your residence hall?

Very satisfied..... ☐

Satisfied..... ☐

No opinion..... ☐

Dissatisfied..... ☐

Very dissatisfied.... ☐

18. How do you feel about the noise level in your hall?

Very satisfied..... ☐

Satisfied..... ☐

No opinion..... ☐

Dissatisfied..... ☐

Very dissatisfied.... ☐

19. Do you feel that university and residence hall regulations are fairly enforced by the staff in your hall?

Yes..... ☐

No..... ☐

No opinion ☐

(CONTINUED ON NEXT PAGE)

FOR OFFICE
USE ONLY
COLUMN
39. _____

20. The University has a rule against the possession of alcoholic beverages on university property which has been applied to university housing. How do you feel about this policy?

Very satisfied..... ☐

Satisfied..... ☐

No opinion..... ☐

Dissatisfied..... ☐

Very dissatisfied... ☐

21. The use of illegal drugs is prohibited in your room. How do you feel about the policy which allows staff members to search your room?

Very satisfied..... ☐

Satisfied..... ☐

No opinion..... ☐

Dissatisfied..... ☐

Very dissatisfied... ☐

22. How satisfied are you with the performance of the Resident Assistants in your residence hall?

Very satisfied..... ☐

Satisfied..... ☐

No opinion..... ☐

Dissatisfied..... ☐

Very dissatisfied... ☐

23. How satisfied are you with the performance of the staff in the Office of the Director of Residence Halls?

Very satisfied..... ☐

Satisfied..... ☐

No opinion..... ☐

Dissatisfied..... ☐

(OVER)

24. Is it easy to communicate your housing and living problems to university officials?

Yes..... ☐

No..... ☐

No opinion ☐

25. How satisfied are you with the opportunities to meet people through living in university housing?

Very satisfied..... ☐

Satisfied..... ☐

No opinion..... ☐

Dissatisfied..... ☐

Very dissatisfied.. ☐

26. How do you feel about your opportunity to participate in social and recreational programs in your residence hall?

Very satisfied..... ☐

Satisfied..... ☐

No opinion..... ☐

Dissatisfied..... ☐

Very dissatisfied.. ☐

27. How satisfied are you with the performance of Residence Hall Association or hall government?

Very satisfied..... ☐

Satisfied..... ☐

No opinion..... ☐

Dissatisfied..... ☐

Very dissatisfied.. ☐

47. _____

49. _____

51. _____

53. _____

(CONTINUED ON NEXT PAGE)

FOR OFFICE
USE ONLY
COLUMN

28. How satisfied are you with the educational programming available in your residence hall?

- Very satisfied..... ☐
Satisfied..... ☐
No opinion..... ☐
Dissatisfied..... ☐
Very dissatisfied.. ☐

29. Do you feel that you presently know where to go for academic assistance (tutoring, study skills, etc.)?

- Yes..... ☐
No..... ☐
No opinion ☐

30. How satisfied are you with the services which you have used?

- Very satisfied..... ☐
Satisfied..... ☐
No opinion..... ☐
Dissatisfied..... ☐
Very dissatisfied.. ☐

31. Would you prefer a program of academic assistance (tutoring, study skills, etc.) in your residence hall?

- Yes..... ☐
No..... ☐
No opinion ☐

32. Speaking in very general terms, how satisfied are you overall with your residence hall living experience?

- Very satisfied..... ☐
Satisfied..... ☐
No opinion..... ☐
Dissatisfied..... ☐
Very dissatisfied.. ☐

(OVER)

55. _____

57. _____

59. _____

61. _____

63. _____

33. What single thing do you feel most dissatisfied about as a residence hall resident?
34. If you could make one improvement in the quality of living in your residence hall, what would it be?

Thanks for taking the time to complete this survey. Please return the survey to the main desk of your residence hall. Thanks again.

APPENDIX D
FOLLOW-UP FLIER

A	TTTTT	TTTTT	EEEEEE	HH	H	TTTTT	I	O	HH	H
AA	T	T	E	HH	H	T		OO	HH	N
A A	T	T	EEEEEE	N	HH	T	I	O	O	HH
AAAA	T	T	E	H	HH	T	I	OO	N	HH
A	A	T	EEEEEE	N	H	T	I	O	H	H

IF YOU RECEIVED A RESIDENCE HALL
STUDENT OPINION SURVEY AND HAVE NOT
RETURNED IT TO THE MAIN DESK, PLEASE
COMPLETE IT AND LEAVE IT AT THE
MAIN DESK AS SOON AS POSSIBLE.
YOUR ASSISTANCE WILL BENEFIT BOTH
YOU AND FUTURE STUDENTS.

THANKS

PLEASE POST

Appendix E
Frequency Tables

1) Sex of respondent.

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Male	213	42.9	42.9
Female	<u>283</u>	<u>57.1</u>	100.0
Total	496	100.0	

2) Residence hall in which you live:

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Apartments	42	8.5	8.5
Carrick North	37	7.5	15.9
Carrick South	33	6.7	22.6
Clement	46	9.3	31.9
Dunford	22	4.4	36.3
Greve	35	7.1	43.3
Hess	53	10.7	54.0
Humes	37	7.5	61.5
Massey	45	9.1	70.6
Melrose	39	7.9	78.4
Morrill	45	9.1	87.5
Reese	39	8.3	95.8
Strong	<u>21</u>	<u>4.2</u>	100.0
Total	496	100.0	

3) In which housing group do you live?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
A type housing	23	4.6	4.6
B type housing	29	5.8	10.5
C type housing	264	53.2	63.7
D type housing	138	27.8	91.5
E type housing	<u>42</u>	<u>8.5</u>	100.0
Total	496	100.0	

4) What is your current academic classification?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Freshmen	170	34.3	34.3
Sophomore	134	27.0	61.3
Junior	100	20.2	81.5
Senior	70	14.1	95.6
Graduate	22	4.4	100.0
Total	496	100.0	

5) If you have a roommate, how satisfied are you with your roommate?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	230	46.4	46.4
Satisfied	140	28.2	74.6
No opinion	90	18.1	92.7
Dissatisfied	26	5.2	98.0
Very dissatisfied	10	2.0	100.0
Total	496	100.0	

6) How do you feel about the policy concerning open house or visitation in your group assignment?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	152	30.6	30.6
Satisfied	145	29.2	59.9
No opinion	21	4.2	64.1
Dissatisfied	100	20.2	84.3
Very dissatisfied	78	15.7	100.0
Total	496	100.0	

7-a) I would prefer to live in a group with more visitation.
(The table is for respondents living in "B" housing only).

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	23	79.3	79.3
No	4	13.8	93.1
No Opinion	2	6.9	100.0
Total	29	100.0	

- 7-b) I would prefer to live in a group with more visitation.
(The table is for respondents living in "C" housing only.)

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	216	81.8	81.8
No	28	10.6	92.4
No opinion	20	7.6	100.0
Total	246	100.0	

- 8-a) The hours allowed for the visitation period should be more.
(The table is for respondents living in "B" housing only).

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	19	65.5	65.5
No	4	13.8	79.3
No opinion	6	20.7	100.0
Total	29	100.0	

- 8-b) The hours allowed for the visitation period should be more.
(The table is for respondents living in "C" housing only).

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	204	77.3	77.3
No	42	15.9	93.2
No opinion	18	6.8	100.0
Total	264	100.0	

9. Do you feel that you know how to obtain a change in your housing arrangements (room change, hall change, meal plan change, etc.)?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	387	78.0	78.0
No	95	19.2	97.2
No opinion	14	2.8	100.0
Total	496	100.0	

10. How do you feel about the procedures for changing rooms and halls?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	22	4.4	4.4
Satisfied	160	32.3	36.7
No opinion	138	27.8	64.5
Dissatisfied	133	26.8	91.3
Very Dissatisfied	43	8.7	100.0
Total	496	100.0	

11. How satisfied are you with the recent reapplication procedure conducted this past Winter Quarter for housing for Fall Quarter, 1977?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	58	11.7	11.7
Satisfied	122	24.6	36.3
No opinion	64	12.9	49.2
Dissatisfied	108	21.8	71.0
Very Dissatisfied	144	29.0	100.0
Total	496	100.0	

12. Do you feel that you know how to withdraw from residence halls?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	286	57.7	57.7
No	194	39.1	96.8
No opinion	16	3.2	100.0
Total	496	100.0	

13. Are you satisfied with the cost of your residence hall accommodations?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	31	6.3	6.3
Satisfied	214	43.1	49.4
No opinion	82	16.5	65.9
Dissatisfied	130	26.2	92.1
Very dissatisfied	39	7.9	100.0
Total	496	100.0	

14. How do you feel about housekeeping and cleaning services within your residence hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	121	24.4	24.4
Satisfied	263	53.0	77.4
No opinion	32	6.5	83.9
Dissatisfied	65	13.1	97.0
Very dissatisfied	15	3.0	100.0
Total	496	100.0	

15. Are you satisfied with the maintenance and repairs in your residence hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	97	19.6	19.6
Satisfied	278	56.0	75.6
No opinion	43	8.7	84.3
Dissatisfied	70	14.1	98.4
Very dissatisfied	8	1.6	100.0
Total	496	100.0	

16. Are recreation facilities in your residence hall adequate?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	228	46.0	46.0
No	184	37.1	83.1
No opinion	84	16.9	100.0
Total	496	100.0	

17. How do you feel about the adequacy of study facilities in your residence hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	49	9.9	9.9
Satisfied	163	32.9	42.7
No opinion	68	13.7	56.5
Dissatisfied	142	28.6	85.1
Very dissatisfied	74	14.9	100.0
Total	496	100.0	

18. How do you feel about the noise level in your hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	46	9.3	9.3
Satisfied	228	46.0	55.2
No opinion	63	12.7	67.9
Dissatisfied	116	23.4	91.3
Very dissatisfied	43	8.7	100.0
Total	496	100.0	

19. Do you feel that university and residence hall regulations are fairly enforced by the staff in your hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	375	75.6	75.6
No	69	13.9	89.5
No opinion	52	10.5	100.0
Total	496	100.0	

20. The University has a rule against the possession of alcoholic beverages on university property which has been applied to university housing. How do you feel about this policy?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	50	10.1	10.1
Satisfied	53	10.7	20.8
No opinion	59	11.9	32.7
Dissatisfied	121	24.4	57.1
Very dissatisfied	213	42.9	100.0
Total	496	100.0	

21. The use of illegal drugs is prohibited in your room. How do you feel about the policy which allows members to search your room?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	103	20.8	20.8
Satisfied	154	31.0	51.8
No opinion	105	21.2	73.0
Dissatisfied	76	15.3	88.3
Very dissatisfied	58	11.7	100.0
Total	496	100.0	

22. How satisfied are you with the performance of the Resident Assistants in your residence hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	183	36.9	36.9
Satisfied	226	45.6	82.5
No opinion	45	9.1	91.5
Dissatisfied	36	7.3	98.8
Very dissatisfied	6	1.2	100.0
Total	496	100.0	

23. How satisfied are you with the performance of the staff in the Office of the Director of Residence Halls?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	59	11.9	11.9
Satisfied	162	32.7	44.6
No opinion	229	46.2	90.7
Dissatisfied	44	8.9	99.6
Very dissatisfied	2	0.4	100.0
Total	496	100.0	

24. Is it easy to communicate your housing and living problems to university officials?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	141	28.4	28.4
No	170	34.3	62.7
No opinion	185	37.3	100.0
Total	496	100.0	

25. How satisfied are you with the opportunities to meet people through living in university housing?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	156	31.5	31.5
Satisfied	249	50.2	81.7
No opinion	49	9.9	91.5
Dissatisfied	34	6.9	98.4
Very dissatisfied	8	1.6	100.0
Total	496	100.0	

26. How do you feel about your opportunity to participate in social and recreational programs in your residence hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	91	18.3	18.3
Satisfied	265	53.4	71.8
No opinion	87	17.5	89.3
Dissatisfied	42	8.5	97.8
Very dissatisfied	11	2.2	100.0
Total	496	100.0	

27. How satisfied are you with the performance of Residence Hall Association or hall government?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	50	10.1	10.1
Satisfied	153	30.8	40.9
No opinion	175	35.3	76.2
Dissatisfied	82	16.5	92.7
Very dissatisfied	36	7.3	100.0
Total	496	100.0	

28. How satisfied are you with the educational programming available in your residence hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	23	4.6	4.6
Satisfied	112	22.6	27.2
No opinion	265	53.4	80.6
Dissatisfied	75	15.1	95.8
Very dissatisfied	21	4.2	100.0
Total	496	100.0	

29. Do you feel that you presently know where to go for academic assistance (tutoring, study skills, etc.)?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	257	51.8	51.8
No	187	37.7	89.5
No opinion	52	10.5	100.0
Total	496	100.0	

30. How satisfied are you with the services which you have used?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	51	10.3	10.3
Satisfied	301	60.7	71.0
No opinion	114	23.0	94.0
Dissatisfied	25	5.0	99.0
Very dissatisfied	5	1.0	100.0
Total	496	100.0	

31. Would you prefer a program of academic assistance (tutoring, study skills, etc.) in your residence hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	260	52.4	52.4
No	101	20.4	72.8
No opinion	135	27.2	100.0
Total	496	100.0	

32. Speaking in very general terms, how satisfied are you overall with your residence hall living experience?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	130	26.2	26.2
Satisfied	305	61.5	87.7
No opinion	20	4.0	91.7
Dissatisfied	34	6.9	98.6
Very dissatisfied	7	1.4	100.0
Total	496	100.0	